OBSERVATION REPORT #52

KPMG Consulting received error messages when trying to migrate a 1-line DS1 customer to a CLEC UNE DS1 Loop customer.

Issue

KPMG Consulting submitted an order, PON 090011NN0X000006*AA and 090011NN0X000006*AB, to migrate a Verizon-NJ business customer with a 1-line DS1 to a CLEC UNE DS1 Loop with a CLEC TN and a straight line listing. KPMG Consulting received an error message and was told by a Verizon-NJ representative that a CLEC does not have the authorization to disconnect the existing Verizon DS1 customer. Verizon-NJ Order Business Rules, version 4.4.1,[1] state that a migrate or a new connect of DS1 and DS3 loops may not be ordered via LSR, it must be ordered via Access Service Request (ASR). However, during an ASR workshop dated 6/29/2000, materials stated that a DS1 migration can only be ordered by first disconnecting the customer with an LSR and then putting in a new connection order for the customer with an ASR.

KPMG Consulting contacted Verizon-NJ a second time and was told that CLECs can disconnect Verizon customers by populating the Related Purchase Order Number (RPON) field. KPMG Consulting followed these instructions and received an error message, "Account ineligible for disconnect. Does not belong to WLA." KPMG Consulting contacted Verizon-NJ again about the new error and was then told that in addition to populating the RPON field, that RTUNE must be put into the PROJECT field. KPMG Consulting followed these instruction and received the same error message. KPMG Consulting cannot locate documentation to complete this type of transaction.

Assessment

Verizon-NJ's inability to provide the proper documentation to successfully complete orders may inhibit a CLECs' ability to provide service to its customers.

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[1] Verizon South Order Business Rules, version 4.4.1, publish date September 2000, release date October 2000.

This observation report is for discussion purposes only and is subject to change without notice.